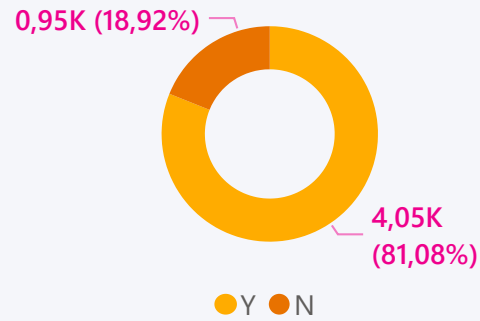


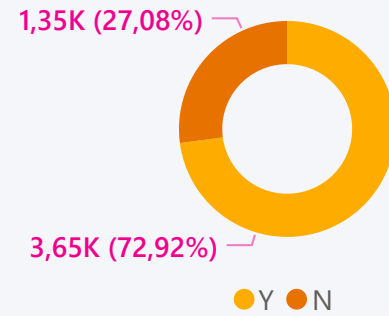
# Call Center Trends



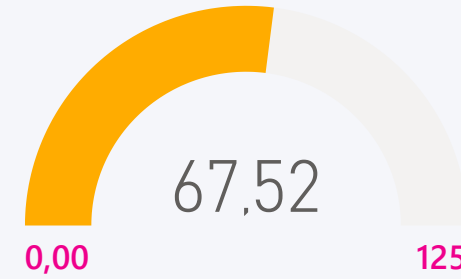
## Overall Answered



## Overall Resolved



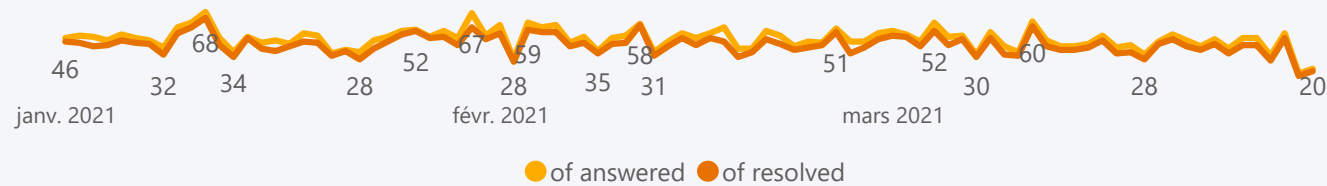
## Average of Speed of answer in seconds



## Average Satisfaction



## Answered and Resolved by Date



## AVG Talk Duration by Date



Agent	of answered	of resolved	Avg Satisfaction Rate	Avg speed of answer in sec
Becky	517	462	3,37	65,33
Dan	523	471	3,45	67,28
Diane	501	452	3,41	66,27
Greg	502	455	3,40	68,44
Jim	536	485	3,39	66,34
Joe	484	436	3,33	70,99
Martha	514	461	3,47	69,49
Stewart	477	424	3,40	66,18

## Count of Call Id by Month Name and Answered (Y/N)

